Network Phone ASP - Polycom 501 Phone
Quick Reference Guide

Dialing Plan

Fill in these important numbers for your dialing plan.

Number				Description		
				My Direct Dial or Extension		
				Operator/Attendant		
				Off-Site Voice Mail Number		
Sales	Service	Parts	Office			Department Name
						Department Extension
						Zone Overhead Paging
						In-phone Zone Paging

Making Calls

When making calls outside your dealership, dial "9" and then the 10-digit number. You do not need to press "1" for long distance calls.

1. Pick up the handset, press the **Speakerphone** button, press the line button, or press the **Headset** button.
2. Dial the number according to your dial plan.
3. If authorization codes are configured on your system and you are making a long distance call, you will hear a voice prompt. Enter your authorization code to place the call.

Note: If you hear a reorder tone, enter your authorization code, and the call still does not go through, contact your administrator for assistance.

Answering Calls

There are several different ways of answering calls on your phone.

- Pick up the handset; or
- Press the **Speakerphone** button; or
- Press the **line** button; or
- Press the **Headset** button (if headset is connected and being used); or
- Press the **Answer** softkey.

Multiple Inbound Calls

1. Use the arrow keys to select the call to answer.
2. Press the **Answer** softkey. The first call is automatically placed on hold and the second call is answered.

Ending Calls

There are several ways to end a call on your phone.

Perform any one of the following options to end a call:

- Replace the handset in its cradle.
- Press the **EndCall** softkey.
- Press the **Speakerphone** button (if on speakerphone).
- Press the **Headset** button (if using the headset).

Forwarding All Calls

Note: You cannot set up a shared line to forward calls.

Note: When activating Call Forwarding using the Feature Access Code, the phone's graphical display does not indicate that the line is activated to forward all calls.

Turning on Call Forwarding

1. Press the **More** softkey and then the **Forward** softkey.
2. If your phone has multiple lines, select the line and press the **Select** softkey.
3. Select the option to configure, and then press the **Select** softkey.
   - Always: Forwards all calls to specified number
   - No Answer: Forwards calls only when you don't answer the line within the specified number of rings
   - Busy: Forwards calls only when the line is busy
4. Dial the number to forward the calls to. If you selected the No Answer option, change the number of rings until the line forwards to the specified number.
5. Press the **Enable** softkey to activate the call forwarding.

Turning off Call Forwarding

1. Press the **More** softkey and then the **Forward** softkey.
2. If your phone has multiple lines, select the line to disable forwarding on.
3. Select the appropriate option to disable, and then press the **Select** softkey.
4. Press the **Disable** softkey

Placing Calls on Hold

1. While on a call, press the **Hold** button or **Hold** softkey.
2. To resume the call, press the **Hold** button or **Resume** softkey.

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Using Do Not Disturb

When Do Not Disturb (DND) is turned on, incoming calls will not ring on your phone and go immediately to voice mail.

Turning on Do Not Disturb

- Press the **Do Not Disturb** button. For multi-line phones, select the line to set to DND, press the **Select** softkey, and then press the **Enable** softkey.

Turning off Do Not Disturb

- Press the **Do Not Disturb** button. For multi-line phones, select the line to remove from DND, press the **Select** softkey, and then press the **Disable** softkey.

Transferring Calls

You can transfer incoming calls to other extensions at your dealership.

Note: Blind transfers display the original party's caller ID, while warm transfers display the caller ID for the person who transfers the call.

Blind (Unsupervised) Transfer

This is the preferred method for transferring calls, as it is faster and passes the original calling party's caller ID.

1. While on a call, press the **Transfer** button or the **More** and **Transfer** softkeys.
2. Press the **Blind** softkey.
3. Dial the extension you want to transfer the call to.

Warm (Supervised) Transfer

1. While on a call, press the **Transfer** button or the **More** and **Transfer** softkeys.
2. Dial the extension you want to transfer the call to.
3. Announce the call, and then hang up.

Note: If you accidentally push the **Split** softkey in Step 3, press the **End Call** softkey, and begin at Step 1 again.

Transferring Calls to Voice Mail

1. While on a call, press the **More** and **XfrToVM** softkeys.
2. Enter the user's extension, and then press the **Enter** softkey. If transferring the call to your own mailbox, press the **Enter** softkey without entering an extension.

Call Park

Your dealership usually has a dedicated range of extensions (6001 – 6005) used for parking calls.

Park a Call

- While on a call, press the **Park** softkey. The system parks the call on the next available park extension and announces to you which extension the call is parked at. Parked calls revert back to you if no one picks up the call within 45 seconds (default value).

Retrieve a Parked Call

1. Press the **Retrieve** softkey.
2. Enter the extension where the call is parked, and then press the **Enter** softkey.

Paging

Groups for paging over the phone can consist of up to five different phone extensions.

To use the overhead all-page feature, use extension **4000**.

Paging Overhead Speakers (if configured)

1. Press the **Page** softkey, enter **4000**, and then press the **Enter** softkey. For multi-zone paging systems, press the number corresponding to the zone to page.
2. Announce your message, and then hang up when finished.

Paging Over the Phone

1. Press the **Page** softkey, enter the group extension to page, and then press the **Enter** softkey.
2. Announce your message, and then hang up when finished.

Call Pickup

With call pickup, you can use your phone to answer a call ringing on another phone.

Group Call Pickup

With Group Call Pickup, you can answer incoming calls on other phones that have been specifically configured in the same group as your phone. To answer an incoming call on another phone in your call pickup group:

- Press the **More** and then **GpPickup** softkeys. If multiple calls are ringing in your pickup group, your phone will answer the call that arrived first.

Directed Call Pickup

With Directed Call Pickup, you can answer incoming calls on any other phone at your dealership. To use Directed Call Pickup to answer any incoming call on your system:

- Press the **More** and **DirPickup** softkeys, enter the extension to answer, and then press the **Enter** softkey.

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Holding 3-Way Conference Calls

You can hold conference calls with two additional callers.

1. Make a call to the first party.
2. Press the **More** and **Confrnc** softkeys.
3. Dial the number for the second party.
4. After the second party picks up the call, announce the conference and press the **More** softkey three times then the **Confrnc** softkey to join all parties on the call.

Note: Even if you hang up, the other two parties can continue the conference.

Call Lists

You can view lists of missed, received, and placed calls.

You can also press the left arrow key to view the Received Calls list, and the right arrow key to view the Placed Calls list.

1. Press the **Directories** button.
2. Use the Up and Down arrow keys to select **Call Lists**, and then press the **Select** softkey.
3. Use the Up and Down arrow keys to select the appropriate list, and then press the **Select** button.
4. To view the details of the call, select the call and then press the **Select** button.
5. To dial a number on a list, select the number and then press the **Dial** softkey or the right arrow key.

Corporate Directory

The Corporate Directory lists your dealership's employees and their extensions.

1. Press the **Services** button.
2. Make sure **Directory** is selected, then press the **Select** button.
3. Use the dialpad to enter a first or last name (or partial name). Use the Up and Down arrow keys to toggle between the fields.
4. Use the Down arrow key to select **Submit**, and then press the **Select** button.
5. Use the Up and Down arrow keys to select an entry, and then press the **Select** button to dial the entry.

Contact Directory

You can save frequently-called numbers to the Contact Directory. Depending on the configuration of the phone, you can associate entries as speed dials on a line button.

1. Press the **Directories** button.
2. Select **Contact Directory**.
3. Press the **Add** softkey (press the **More** softkey first, if entries are already added). If you want to search for an existing contact, press the **Search** softkey, enter the first few characters of the contact's name, and then press the **Search** softkey.
4. Use the dialpad to enter the first and/or last name of the contact.
5. Enter the 10-digit phone number (no leading 1 or 9 required) for the contact.
6. Configure any other settings as wanted.
7. Press the **Save** softkey to save the new contact.

Using Speed Dials

You can assign speed dials to unused line buttons, which you can then press to call the number associated with the speed dial.

You can also set up eight, one-digit speed dial entries (Speed Dial 8).

Adding Speed Dials

When adding a new entry in your Contact Directory, be sure to specify a valid number in the *Speed Dial Index* field for it to be associated with an available line button (e.g., if you have two line buttons available, enter either 1 or 2).

Calling Speed Dials

Use one of the following to call a speed dial entry:

- Press the line button associated with the speed dial entry to call the contact.
- Press the up scroll button to view the speed dial entries, select an entry to dial, and then press the **Dial** softkey to dial the contact.

Feature Access Codes

You can dial feature access codes to access a variety of features and services for your phone.

To speed up the activation or deactivation of a feature, press # immediately after entering the feature access code.

This table shows the default feature codes set up for your phone system; however, ADP Support or your system administrator may have changed the codes to better meet your dealership's needs.

Code	Feature	Code	Feature
#8	Automatic Callback Deactivate	*97	Directed Call Pickup
*68	Call Park	*55	Direct Voice Mail Transfer
*88	Call Park Retrieve	*78	Do Not Disturb Activate
*98	Call Pickup	*79	Do Not Disturb Deactivate
*70	Cancel Call Waiting	*66	Last Number Redial
*99	Clear Voice Message Waiting Indicator (MWI)	*50	Paging

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Accessing Voice Mail

The first time you access your voice mailbox, the system will prompt you to record a name greeting and change your password.

Voice Mail Extension:_____

Default Passcode:_____

Setting Up Your Voice Mailbox

When you access your voice mailbox for the first time, be sure to change or set up the following options:

- Change your passcode (PIN)
- Record your first and last name
- Record a no-answer greeting and a busy greeting

Voice Mail Indicators

When you have a new voice mail message, the following indicators are active:

- Flashing red LED
- Text message on phone screen
- Envelope icon next to extension on LCD

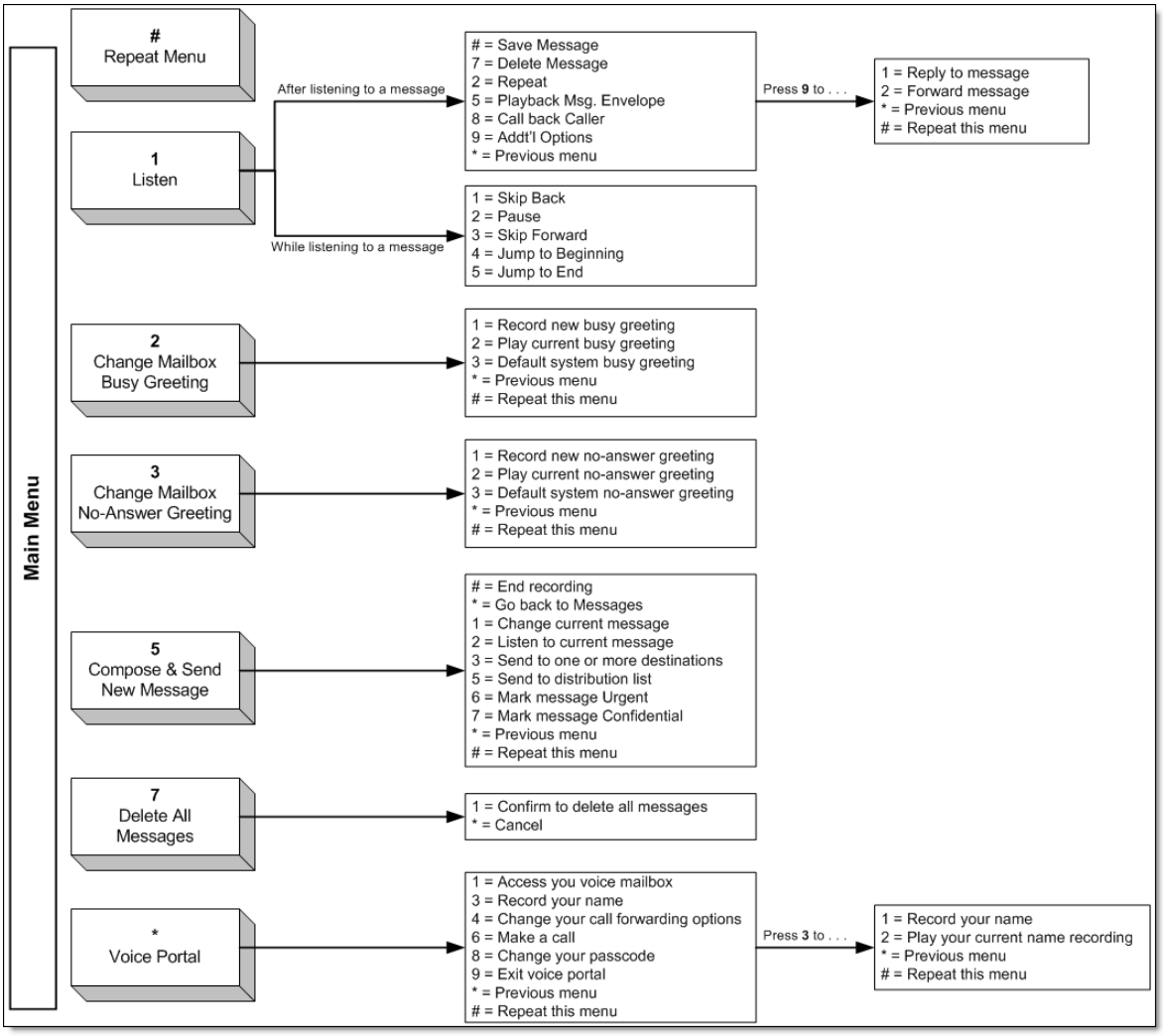
Accessing Voice Mail from Your Office Phone

1. Press the **Messages** button.
2. Press the **Connect** softkey.
3. Follow the voice prompts to access your messages.

Accessing Voice Mail from Another Phone or Outside the Office

1. Dial your extension (inside the office) or direct dial number (outside the office).
2. Let the call ring to voice mail, and then press ***.
3. Enter your passcode and then # to access your voice mailbox.

Voice Mail Prompts


Main Menu
Repeat Menu
1 Listen
After listening to a message
# = Save Message
7 = Delete Message
2 = Repeat
5 = Playback Msg. Envelope
8 = Call back Caller
9 = Addt'l Options
* = Previous menu
Press 9 to . . .
1 = Reply to message
2 = Forward message
* = Previous menu
# = Repeat this menu
While listening to a message
1 = Skip Back
2 = Pause
3 = Skip Forward
4 = Jump to Beginning
5 = Jump to End
2 Change Mailbox Busy Greeting
1 = Record new busy greeting
2 = Play current busy greeting
3 = Default system busy greeting
* = Previous menu
# = Repeat this menu
3 Change Mailbox No-Answer Greeting
1 = Record new no-answer greeting
2 = Play current no-answer greeting
3 = Default system no-answer greeting
* = Previous menu
# = Repeat this menu
5 Compose & Send New Message
= End recording
* = Go back to Messages
1 = Change current message
2 = Listen to current message
3 = Send to one or more destinations
5 = Send to distribution list
6 = Mark message Urgent
7 = Mark message Confidential
* = Previous menu
# = Repeat this menu
7 Delete All Messages
1 = Confirm to delete all messages
* = Cancel
* Voice Portal
1 = Access you voice mailbox
3 = Record your name
4 = Change your call forwarding options
6 = Make a call
8 = Change your passcode
9 = Exit voice portal
* = Previous menu
# = Repeat this menu
Press 3 to . . .
1 = Record your name
2 = Play your current name recording
* = Previous menu
# = Repeat this menu

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